



2003 ICMA Conference

Changing Role of Technology in the Delivery of Public Services

# Workforce Management and Recruitment Solutions

Presented by **Steve Sasser**,  
*Chief Executive Officer, Peopleclick, Inc.*

# Peopleclick Workforce Acquisition Management

Permanent  
Select and hire the  
best people

clickXG<sub>RMS</sub>

Diversity  
Tie your hiring to your  
diversity plan

clickAAP

Contingent  
Manage your contract  
& temp staff effectively

clickXG<sub>VMS</sub>

- Privately-held company
- More than 1,600 customers worldwide
- Public and Private Sector Customers
- Offer recruitment management, vendor management and affirmative action/EEO compliance solutions
- Application Service Provider (ASP); Hosted delivery model

Provide workforce management solutions to help efficiently build and manage a *productive* and *diverse* workforce.

# **“Partnering for Success”**

## **➤ Proven Success**

- Using “best of breed” practices
- Successful adoption by private and public sector

## **➤ Implementing an RMS solution**

- Process Integration
- Leveraging the web to attract qualified candidates

## **➤ Partnership Beyond Solution Deployment**

- Staff technology training
- Community-based outreach training programs

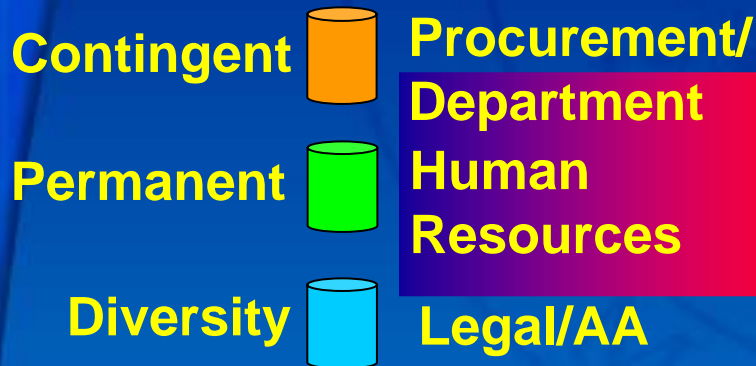
# Workforce Acquisition

*“You’re only as good  
as your people...”*



# Taking a Holistic Approach

- Increased demand for contingent workforce (temporary and contract employees)
- Competition for specialized skills
- Managing the needs of an increasingly diverse workforce



- Fortune 1000 companies spend between 11-19% of their total purchasing dollars on contingent workers. – CAPS (*Center for Advanced Purchasing Studies*)
- The US will be 5 million workers short of keeping up with job growth over the next 10 years. – *Bureau of Labor Statistics*
- In 2002 there were \$311 million EEO claims. – *Dept of Labor*

# Maximizing Organizational Efficiency

## *Effectively Managing the Contingent Workforce*



# Carlson Case Study

## Carlson Companies:

- Privately held
- More than 180,000 people in over 140 countries
- Revenues exceeding \$31B
- Carlson family includes:
  - Radisson® Hotels & Resorts; Country Inns & Suites by Carlson®; Radisson Seven Seas Cruises; T.G.I. Friday's® restaurants; and more

# Carlson: An Unmanageable Process

- **Decentralized Operations:** Inconsistent contracting processes resulted in maverick spending
- **Uncontrolled Costs:** Information Technology (IT) had \$58 million in decentralized contract labor
- **Limited Reporting:** Few or no performance metrics and evaluations for contingent workers



# **Carlson: Deployed Peopleclick VMS Solution**

## **Results**

- **Saved \$3 million in total contract spending**
- **41% reduction in costs for IT alone in 2002**
- **Reduced hiring fees, captured volume discounts**

# Summary Considerations

- **War for Talent**
- **Increased Services v. Tight Budgets**
- **Workforce Dynamics**
  - Contingent and Permanent Labor
  - Ethnicity, Race, and Gender
- **IT Evolution as an Enabler**